

CIT Customer Service Report for the Telecommunications Branch



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

Snapshot Date: 8/1/2008 7:30:11 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	3	0	0	0	0	0	0	2	0	1	7
Circuits	1	0	0	14	0	0	1	0	0	14	0
Conferencing	13	0	0	1	0	0	0	3	0	11	12
Coverage	1	0	0	0	0	0	1	0	0	0	0
DELPRO	8	0	0	186	0	0	104	6	0	84	0
General Info	41	0	0	3	1	0	1	20	0	22	5
New Request/Termination	10	0	0	0	0	0	5	0	0	5	4
On-Call Schedule	1	0	0	0	0	0	0	0	0	1	5
Phones/Accessories	33	0	0	16	0	0	5	16	0	28	3
Repair	14	0	0	1	0	0	9	0	0	6	5
Repairs	53	0	0	504	0	0	15	36	0	506	0
Residential Services	1	0	0	1	0	0	0	0	0	2	2
TSR	72	0	0	559	0	0	169	62	0	400	1
User Change	3	0	0	1	0	0	4	0	0	0	0
Verizon Phone Book	1	0	0	0	0	0	0	1	0	0	4
Voice Mail	51	0	0	13	1	0	0	46	0	17	4
Voicemail Transfer	1	0	0	0	0	0	1	0	0	0	0

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Grand Total:	307	0	0	1299	2	0	315	192	0	1097	1
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Total Tickets Closed: 1289

Total Tickets Assigned/Pending/Checked Out: 317

Total Tickets Created: 1606